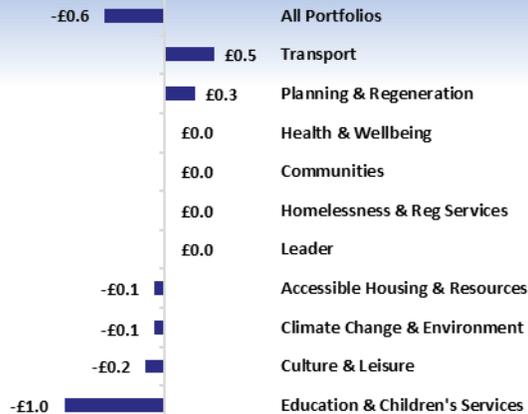


Quad 1 - Managing resources (finance)

Revenue Year End variance (millions) for 2023/2024 at Q2

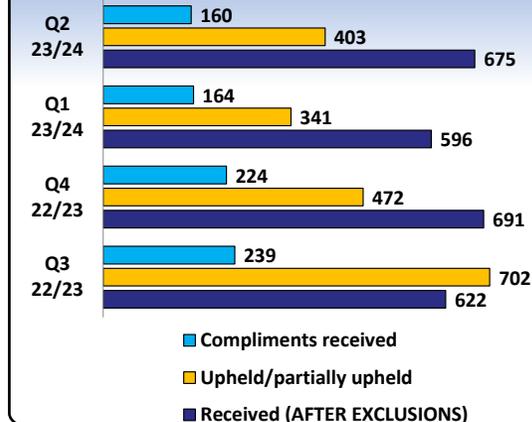


Capital Year End variance (millions) for 2023/2024 at Q2

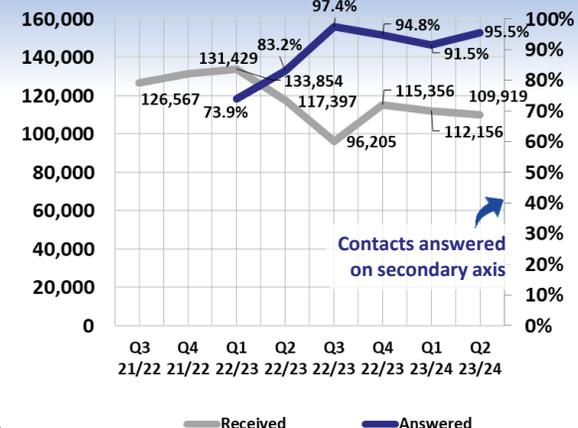


Quad 2 - Customer service

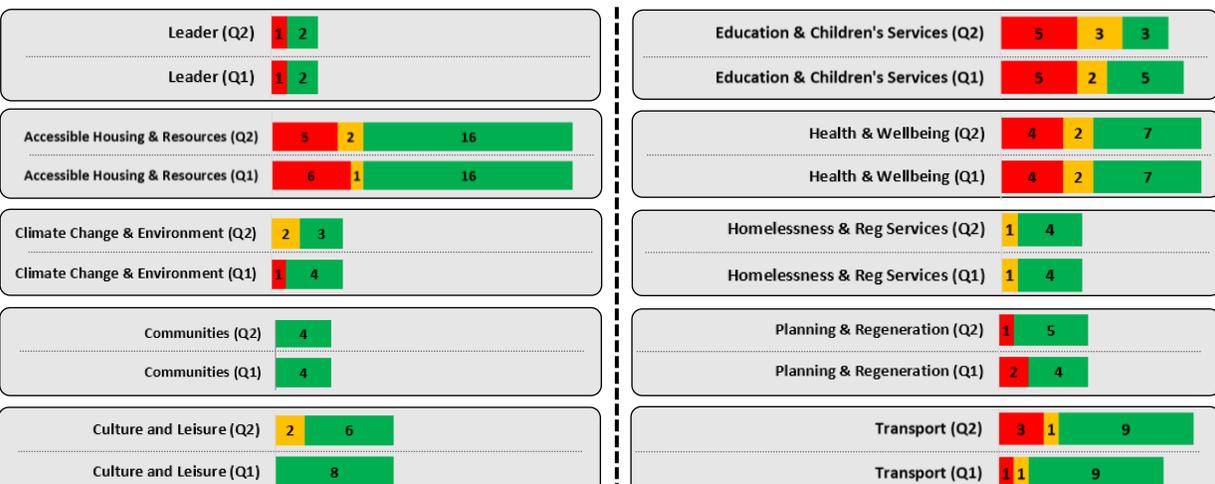
No of Compliments; No. Complaints Received; No. Complaints Upheld (Stage 1 & 2) - across the Council



No. of Customer Service Centre contacts (phone calls, emails & webchats)



Quad 3 - Strategic priority indicators (RAG Status of Indicators by Portfolio Q1 & Q2 23/24)

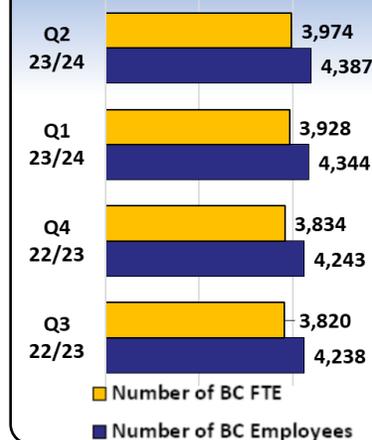


Red Amber Green

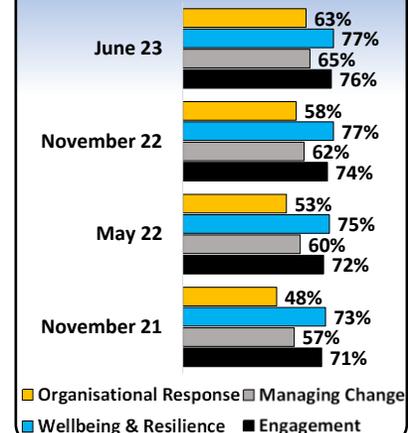
Note: the total number of PIs does not match for Education and Transport between Q1 and Q2 because some PIs report annually, not quarterly.

Quad 4 - Colleagues, self and partners (HR)

Numbers of BC staff (Headcount & FTE)



Employee Sentiment



Sickness Absence Days Lost per FTE (rolling 12 months)

